

## Summary

### **Mountain View Community Shuttle Pilot Program Comments Submitted on City Website (As of October 7, 2014)**

- Support idea of starting a community shuttle (15 comments).
- Extend service hours:
  - Earlier (3 comments).
  - Later (6 comments).
- Concern about service in Tyrella Avenue/Flynn Avenue neighborhood (3 comments).
- Provide shuttle schedule and route times (3 comments).
- Add service and/or stops at/along:
  - Shoreline Boulevard/Villa Street area (5 comments).
  - Northwest corner of City (i.e., Charleston Plaza, Costco, etc.) (5 comments).
  - Further north on Shoreline Boulevard/Shoreline Park (4 comments).
  - San Antonio Caltrain Station (2 comments).
  - El Monte Shopping Center (1 comment).
  - Monta Loma Neighborhood (1 comment).
  - Levin Avenue (instead of Bryant Avenue) (1 comment).
  - Shoreline West Neighborhood (1 comment).
  - Sunday Farmers' Market (1 comment).
  - Continental Circle/Dale Avenue/The Americana (1 comment).
  - Cuesta/Springer Neighborhood (1 comment).
  - Along El Camino Real (1 comment).
  - Moffett Boulevard (1 comment).
- Concern about service on Sylvan Avenue/adjust stop locations (2 comments).
- Concern about service on Latham Street (2 comments).
- More information needed regarding City and Google funding commitments and if local businesses will need to contribute funding (2 comments).

- Consider a nonfixed/flex route system that would be more responsive to the travel needs of individuals (1 comment).
- Delete service to Alta Vista High School and movie theaters (1 comment).
- Consider two-loop route system instead of one large single loop (1 comment).
- Will the community shuttle continue if Google discontinues funding it (1 comment)?
- Adjust number of stops/locations along Bryant Avenue (1 comment).
- Provide live map of shuttle locations/real-time shuttle tracking telephone application (2 comments).
- Add school transportation service (1 comment).
- Make sure shuttle information on the website is available in a format for the visually impaired (1 comment).
- Concern about noise at/around shuttle stops (1 comment).
- Senior Advisory Committee should review and provide input prior to launch of shuttle program (1 comment).
- Shuttles should be provided during special events (1 comment).
- Shuttle route/system would benefit from optimization (1 comment).
- Concern that VTA will decrease its service in Mountain View once the shuttle is established (1 comment).
- More information needed regarding City and Google funding commitments and if local businesses will need to contribute funding (2 comments).
- Will the shuttle use union drivers (1 comment)?
- Who will be liable/responsible if a passenger is injured while riding on a shuttle (1 comment)?